AMENDMENT TO THE CLAIMS

1. (currently amended) A point-of-sale commercial transaction processing system for processing a customer transaction based upon a verbal instruction from the customer, comprising:

a) a first customer interaction terminal (CIT) adapted to receive the verbal instructions from a customer and convert the verbal instruction into an audio signal;

b) a first computer system in communication with said first CIT and including an artificial intelligence (AI) system which receives said audio signal and semantically processes said audio signal to at least partially recognize the verbal instruction from the customer; and

c) a human-controlled response system in communication with said first computer system and adapted intervene to interact with the customer when said AI system has not satisfactorily ~~recognized~~ semantically processed the verbal instruction from the customer.

2. (original) A transaction processing system according to claim 1, wherein:

said first CIT includes a microphone which receives the verbal instruction.

3. (original) A transaction processing system according to claim 1, wherein:

said first CIT is adapted to provide to the customer at least one of an audio and video confirmation that the verbal instruction was recognized.

4. (original) A transaction processing system according to claim 1, wherein:

said first CIT includes a video display, and said computer system animates a character on said video display.

5. (original) A transaction processing system according to claim 4, wherein:

said character is one of human-like, animal-like or whimsical.

6. (original) A transaction processing system according to claim 5, wherein:

said character is a mascot for an establishment using said transaction processing system.

7. (original) A transaction processing system according to claim 1, wherein:

said first CIT displays one of advertising and promotions.

8. (original) A transaction processing system according to claim 1, wherein:

said first CIT includes a video display and details of said transaction are displayed on said display.

9. (original) A transaction processing system according to claim 1, wherein:

said first CIT includes a payment system.

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10. (original) A transaction processing system according to claim 9, wherein:

said payment system includes at least one of a debit card reader, a credit card reader, and a currency reader.

11. (original) A transaction processing system according to claim 1, wherein:

said first CIT includes a printer.

12. (original) A transaction processing system according to claim 1, wherein:

said first CIT includes a video camera.

13. (original) A transaction processing system according to claim 1, wherein:

said first computer system is integral with said first CIT.

14. (original) A transaction processing system according to claim 1, wherein:

said first computer system is adapted to respond to the verbal instruction.

15. (original) A transaction processing system according to claim 1, wherein:

the verbal instruction pertains to a restaurant food order.

16. (original) A transaction processing system according to claim 1, wherein:

said first CIT is in wireless communication with said first computer system.

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17. (currently amended) A transaction processing system according to claim 1, wherein:

said human-controlled response system is ~~off-premises~~ located in a different building relative to said first CIT and said first computer system.

18. (original) A transaction processing system according to claim 1, further comprising:

d) a second CIT in communication with said first computer system.

19. (original) A transaction processing system according to claim 1, further comprising:

d) a second computer system in communication with said response system; and

e) at least one CIT in communication with said second computer system.

20. (currently amended) A method of processing a commercial transaction, comprising:

a) providing an interactive terminal;

b) eliciting a verbal instruction from a customer to the interactive terminal;

c) upon receiving verbal instruction from the customer to the interactive terminal, semantically processing the verbal instruction with artificial intelligence (AI) routines; and

d) upon determining by the AI routines or the customer that there is a problem in said semantic processing, intervening by a human to process the verbal instruction.

21. (previously amended) A method according to claim 20, wherein:

said step of eliciting a verbal instruction is adapted for eliciting a restaurant food order.

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22. (currently amended) A method according to claim 20, further comprising:

e) providing feedback to the customer after the verbal instruction is semantically processed by one of the AI routines and the human.

23. (previously amended) A method according to claim 22, wherein:

said providing feedback includes providing at least one of audio feedback and video feedback.

24. (currently amended) A method according to claim 22, wherein:

said providing feedback is controlled by the AI routines.

25. (previously amended) A method according to claim 22, wherein:

said providing feedback is controlled by the human.

26. (previously amended) A method according to claim 22, wherein:

said verbal instruction is the order of a restaurant menu item, and said providing feedback includes at least one of,

i) prompting the customer to add additional menu items to the order, and

ii) prompting the customer to increase the size of the menu item order.

27. (original) A method according to claim 20, further comprising:

repeating b), c), and d) until a customer has no additional verbal instructions for the transaction.

28. (original) A method according to claim 20, further comprising:

e) collecting payment from the customer via the terminal.

29. (currently amended) A method according to claim 20, wherein:

said intervening is performed from a location located ~~off-premises~~ in a different building relative to said interactive terminal.

30. (currently amended) A method according to claim 20, wherein:

when a problem in said semantic processing is determined, transmitting the verbal instruction over a voice over internet protocol (VoIP) network connection to said human.

31. (currently amended) A method of processing a commercial transaction with a customer, comprising:

a) with an artificial intelligence (AI) processor located in a first building, communicating with the customer who is also located in the first building; and

b) providing real-time human support from a second building different from said first building to said AI processor located in said first building for processing said communication.

32. (previously amended) A method according to claim 31, wherein:

said providing real-time human support comprises at least one of completing, correcting and verifying communications between said AI processor and the customer.

33. (previously amended) A method according to claim 31, wherein:

said providing real-time human support comprises establishing communication between said real-time human support and the customer.

34. (previously amended) A method according to claim 33, wherein:

said establishing communication is substantially seamless, such that the customer remains substantially unaware of said real-time human support.

35. (previously amended) A method according to claim 31, wherein:

said providing real-time human support comprises transferring communication from between the customer and the AI processor to between the customer and the human support.

36. (previously amended) A method according to claim 35, wherein:

said transferring is provided substantially seamlessly, such that the customer is substantially unaware of said transfer.

37. (previously amended) A method according to claim 31, wherein:

said communicating by the AI processor comprises animating a character.

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38. (previously amended) A method according to claim 37, wherein:

said animating the character comprises interacting the character with the customer during said real time human support.

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39. (previously amended) A method according to claim 38, wherein:

said interacting occurs at an interactive terminal.

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40. (currently amended) A method of processing a commercial transaction with a customer, comprising:

a) with an artificial intelligence (AI) transaction processor located in a first building, communicating with the customer who is also located in the first building; and

b) transferring the communication from between the customer and the AI processor to between the customer and a human who is located in a second building different from said first building, wherein said transferring is substantially seamless such that the customer is substantially unaware of the transferring.

41. – 48. (canceled)

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